

**WESTERN NEW YORK
REGIONAL INFORMATION CENTER
Chapter 793 Plan
2008-2009**

Progress Report as of June 30, 2009

***Progress since last WNYRIC Advisory Council meeting is in
red ink and italics.***

OBJECTIVE 1-COSER 6360:

Common Set of Learning Objectives: Continue to enhance professional development and technology integration options, with regional activities.

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
1.01	Develop and deliver several new regional workshops: 1.01.1-Virtual Environments for Teacher Collaboration - Are You Ready to MUVE? 1.01.2-Google Tool for Educators - The Google Classroom	July 2008 – June 2009	WNYRIC Instructional Technology Manager	<p>Services provided to districts on: The Google Classroom September 29, October 10 & 27 – 2 locations April 21, 29 & May 7 August 4, 5, & 6 August 11, 12 & 13</p> <p>Are You Ready to MUVE? Summer MUVE workshop completed November 19, December 3 & 10 November 4, 18 & December 2 April 1, 23, 29 July 21, 22 & 23</p> <p><i>Workshop attendance is increasing each time offered. The Google Classroom workshops are at maximum capacity and there is a wait list. Google classroom workshops have been added to the spring and summer calendar in order to meet demand. Superintendents will be exposed to multi user virtual environments at the JMT conference May 27 & 28, 2009.</i></p>

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
1.02	Investigate, design, host, deliver, and support online professional development in appropriate settings.	July 2008 and on-going	WNYRIC Instructional Technology Manager	<p>Teachers participating in and developing classes via:</p> <ul style="list-style-type: none"> ○ Moodle – 12 districts are participating and developing courses for students and teachers There are 53 courses developed or in development – Courses include: English 12, Global Regents, Humanities, Six Thinking Hats, Differentiated Instruction, Ethical Computing, Physics, AP Calculus, Principles of Marketing, Local History and Legends, iCollaborate, Advanced Accounting & Web Design 2 Districts and teachers have requested more introduction and course creation workshops. Spring and summer courses were added to the schedule to meet demand. ○ Accelerate U ○ PBS Teacherline

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
1.03	Offer/schedule staff development opportunities in a variety of different ways	July 2008 and on-going	WNYRIC Instructional Technology Manager	<p>Various activities provided to districts for staff development:</p> <ul style="list-style-type: none"> ○ Technology Integrators Forum ○ Instructional Technology Partners ○ Regional Workshops ○ Flyer Workshops ○ Digital Wave Conference – March 27, 2009 – RFPs sent out ○ High Schools New Face <p><i>Due to fiscal concerns the HSNF conference will be held July 16th as a One Day Conference- RFPs are being accepted until March 15.</i></p> <p><i>The second annual Technology Leaders for the 21st Century Conference will be held on June 3rd at the Erie 1 Education Campus.</i></p>

OBJECTIVE 2-COSER 6360:

Common Set of Learning Objectives: Promote and enhance professional development and technology tool integration.

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
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Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
2.01	Investigate instructional software applications	July 2008 and on-going	WNYRIC Instructional Technology Manager	<p>Meet with district technology coordinators, TIF-technology integrators forum, instructional leaders, etc. to determine the need for additional instructional software and resources Electronic Portfolio RFP was released and will be opened on Sept. 24, 2008; forums to follow</p> <p>Vendor products were reviewed on Oct 29th by district representatives from the region and none of the products were chosen. All present agreed that we would resubmit the RFP at a later date when the products are ready to provide the functionality required</p> <p><i>A new RFP for Electronic Portfolios will be re-released on March 25th. The RFP was due on May 12th and the evaluation forum is being planned for early June.</i></p> <p><i>The Application Server Technologies RFP, 24 x 7 access for students to school resources, was opened April 28th. The forum for district evaluation was held on May 15th for both vendors who applied – Dell (stoneware) and Classlink. Evaluation is continuing, additional pricing information has been requested.</i></p> <p><i>The requirements for a Virtual Dissection RFP were sent to all CSLO districts for review and will be released this Spring.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
2.02	Work with district personnel to determine needs	July 2008 and on-going	WNYRIC Instructional Technology Manager	<p>Gather specific software requirements, hold forums, host vendor demonstrations, evaluate RFP responses</p> <p>Demo Days took place on Oct. 16, 2008 with over 50 people attending</p> <p><i>Several vendor demonstrations were held at the RIC including Pearson Suite of products, NY Learns and Master Guru. The new Instructional hardware/software list was distributed during the CSLO/Model Schools Administrators' meetings held in all regions during the first week in May.</i></p>
2.03	RFPs awarded	July 2008 and on-going	WNYRIC Instructional Technology Manager	<p>List of new software RFP selection process completed July 2008; Pearson Benchmark service to be offered beginning in Fall 2008, demo September 16</p> <p><i>The Application Server Technology RFP and E-Portfolio RFP will be awarded this summer. See item 2.01.</i></p>

OBJECTIVE 3-COSER 7710:

Testing, Assessment and Data Analysis: Increase the usability and comprehensiveness of the WNYRIC Data Warehouse as a tool for data driven decision-making and reporting.

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
3.01	Continue to share existing and develop new forums for sharing best practices such as WNYDIG and FICA	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data	<p>Continuing forums for ongoing sharing of best practices: --WNYDIG meetings</p>

			Warehouse	<p>--Data Warehouse Liaisons --Regional CIO meetings --DATAG --Upstate NY Cognos User Group --Started Liaison and Trainer mtgs. again to include use of teleconferencing and Sametime. WNYDIG will be re-established with local BOCES facilitation on a rotating basis. Group to focus on data and instruction, meetings will be held after DATAG meetings to ensure local districts stay informed of state data initiatives.</p> <p><i>DW team participated in January WNYDIG meeting and gave update on Trend Reports/ Shared information on a pilot to load course and section to the warehouse.</i></p>
3.02	Enhance and expand data warehouse reports based on reporting requirements gathered through regional meetings with instructional leaders, CIOs, and data warehouse trainers and liaisons.	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	<p>Development of WNYRIC Data Warehouse reports. ELA/Math Detail Trend Reports released in Spring 2008 Fall 2008 – Release District Summary Trend Reports anticipated. In Development: District Trend Summary by level over multiple years and further enhancements to Detailed Trend Reports. Release: early Spring 2009. <i>Summary trend reports released in February 2009.</i> Enhancements to District Trend Summary and Detailed Trend reports implemented. L2RPT – collaboration among RICs to develop reports from Level 2 data as a supplement to nySTART reports.</p>

3.03	Explore ways of capturing additional data about students to help districts make decisions about instruction and pupil services	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse and Manager of Student Management Services	<p>Inclusion of the following student data in the Data Warehouse: --course and section numbers R&D in process.</p> <p>Development to include course and section for elementary and intermediate in cubes is now in process.</p> <p>Piloting the design and scanning of district developed assessments using Teleforms Designer, Auto Merge software as an add-on to the In-District scanning service.</p> <p>Research and development continues for teacher level reports. PowerSchool team was able to pull course and section for elementary students. DW team pulled course section data into the warehouse and published it in an ELA report, which is now being tested. eSchoolData data pull is next. Pilot planned for Spring 2009. <i>eSchoolData pull targeted for mid to end of May.</i></p>
3.04	Explore ways of capturing additional non-student data to help districts make financial, facilities-related, and other decisions	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse and Manager of the Student Management Services	Develop a data model to determine the inclusion of non-student data based on district interest.
3.05	Investigate loading to the Data Warehouse formative and summative assessment data collected through online assessment products	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	Loading/reporting of online data sets to the Data Warehouse, collaboration with local BOCES personnel in the delivery of staff and curriculum development around these data RFP process completed July 2008; Pearson Benchmark service to be offered in Fall 2008, demo September 16.

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	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
3.06	Investigate data, security model, and resource requirements needed to support teacher level reporting and security.	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	<p>Security model in place, milestones include: --Load required data --Define security model --Define security processes and staffing requirements July 2008 two DW technical staff attended Cognos Admin. 8.3 training included security. Feasibility will be looked at as we explore course/section reporting.</p> <p>Feasibility study underway. Anticipate using e-Scholar DW tables. Tested loads; results favorable. Student teams now researching requirements and feasibility for student systems. Anticipate pilot with 1-2 districts in March/April 2009.</p> <p>The pilot for reports by course and section lays a foundation for teacher-level reports.</p> <p><i>NYSED initiative to implement L2RPT reports will impact strategy to implement teacher-level security. Goal is to implement bldg.-level security using Cognos 8.4 in Fall 2009. Building level and teacher-level security plan and target dates TBD.</i></p>

3.07	Evaluate training needs of Level 1 users, compare to current offerings and define additional training services as necessary to meet needs.	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	<p>Survey users. Compare results to existing offerings and document gaps. Create training strategy for services to close identified gaps. Sept. 2008 and forward – implementing evaluation forms at training workshops.</p> <p>Implemented evaluation forms at DW Workshops and CIO meetings. Investigating Sametime/Webinars as an additional option for DW Workshops and CIO meetings.</p> <p><i>Began using Sametime, online meeting functionality, for RIC teleconferences. Plan to use Sametime with trainers and liaisons meeting held in April 2009 to increase participation. Trainer/liaison meeting to be held in the afternoon of the WNYDIG meeting to facilitate collaboration among the groups.</i></p>
3.08	Investigate loading of Performance Indicator detail for Social Studies and ELA assessment data.	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	Inclusion of additional PI data in the Data Warehouse.

OBJECTIVE 4-COSER 7710:

Student Services: Add or enhance existing management information systems to improve efficiency, accessibility, reliability, and security as well as to extend functionality.

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
4.01	Continue to move existing districts on legacy student management systems to supported Web-based strategic products.	July 2008 – June 2009	WNYRIC Manager of Student Management	Conversions and implementations to eSchoolData and PowerSchool. There are currently 28 districts using

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
			Services	<p>eSchoolData and 31 PowerSchool districts. On the legacy systems, we currently have 9 SIS districts, 4 SASI districts, 3 on Mac School, and 12 on Win School.</p> <p>Beginning in January 2009, 8 districts will be implementing eSchoolData and 7 districts will be implementing PowerSchool. Of these 15 districts, 3 are converting from Win School, 2 from Mac School, 3 from SASI, 6 from SIS, and 1 from an unsupported SMS.</p>
4.02	Promote RIC-hosted services to maximize efficiency and cost effectiveness.	July 2008 – June 2009	WNYRIC Manager of Student Management Services	<p>Implementations of RIC-hosted services, i.e. ClearTrack, IEP Direct, etc. We currently have 51 IEP Direct districts, 17 ClearTrack districts hosted at WNYRIC and 7 AIS Edge hosted districts.</p> <p><i>There are currently 53 IEP Direct districts hosted at WNYRIC. There are 20 districts in our RIC-hosted ClearTrack service, with 4 more planning to purchase this service. There are now 8 AIS Edge hosted districts.</i></p>
4.03	Investigate software to improve efficiency and offer cost effective solutions.	July 2008 – June 2009	WNYRIC Manager of Student Management Services	<p>Survey customers; research emerging technologies; price services; publish hosting service availability in Service Directory Over the summer, we surveyed districts for potential interest in enrollment projection software and a health</p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
				<p>application supported by WNYRIC. The results indicated there is an interest in such services.</p> <p>RFPs are currently being developed.</p> <p><i>RFP for Health Records software was released March 2.</i></p> <p><i>WNYRIC hosted demos of SNAP and Health Office on 5/5 and solicited references for both products. Results of evaluations and references are currently being evaluated.</i></p>
4.04	Promote best practices in data management to increase accuracy in data reporting.	July 2008 – June 2009	WNYRIC Manager of Student Management Services	<p>Continued communication with districts participating in WNYRIC student management services through user meetings, documentation, etc. Student service representatives are participating in the presentations at New CIO trainings and quarterly CIO meetings. We are also continually refining our documentation and communication with our districts.</p> <p><i>WNYRIC's Student Management Services team has hosted several user meetings with a concentration in various data reporting issues.</i></p>
4.05	Promote software tools to assist districts in increasing communication between school districts and families.	July 2008 – June 2009	WNYRIC Manager of Student Management Services	<p>Implementations of SMS parent portals and telephone calling systems (Global Connect and OneCallNow). There are currently 9 districts using SMS parent portals.</p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
				<p>There are 31 districts using Global Connect and 9 using Parent Broadcast.</p> <p>There are now 15 districts using parent portals from student management systems.</p> <p><i>There are now 18 districts using parent portals from student management systems, with 6 more considering it for next year.</i></p> <p><i>There are now 44 districts participating in WNYRIC's automated calling system services.</i></p>
4.06	Continue to promote interoperability strategies using SIF/XML to include real time movement of data from additional student system(s) to student-related applications.	July 2008 – June 2012	WNYRIC Manager of Student Management Services	<p>Data movement from student management system to other applications via SIF. SIF is currently connecting WinSNAP to PowerSchool and SASI. There are 7 districts currently participating, with others in the process of purchasing this service.</p> <p><i>There are currently 11 districts participating in this service. The SIF service now also connects to Schedule Star and Alexandria.</i></p>

OBJECTIVE 5-COSER 7710:

Financial Services: Add or enhance existing financial management systems, to improve efficiency, accessibility, reliability, and security, as well as to extend functionality.

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
5.01	Continue to move all existing FAME financial clients to strategic PC financial products	July 2007 – June 2010	WNYRIC Manager of Financial/HR Management Services	Conversions and implementations to WinCap and Finance Manager; <i>final six FAME districts will be migrated as of June 30, 2009.</i>
5.02	Increase the number of districts accessing their financial applications on RIC-hosted servers, reduce numbers of servers and gain efficiencies of scale	July 2007 – June 2010	WNYRIC Manager of Financial/HR Management Services	Majority of financial districts are now accessing RIC-hosted servers; <i>by June 30, 2009, there will be 46 financial districts</i> on RIC-hosted servers; as of June 2009, <i>90%</i> of RIC-hosted financial databases will reside on blade technology.
5.03	Begin implementation of new service for Tax Billing and Collection Software application for the WNYRIC districts	May 2008 – June 2009	WNYRIC Manager of Financial/HR Management Services	5 districts implemented on collection module Complete
5.04	Research and test Time and Attendance swipe card applications and develop a service for WNYRIC districts	July 2007 – June 2010	WNYRIC Manager of Financial/HR Management Services	Vendors are developing this module within their own software. As it becomes available, will be offered as additional module within the software package. Complete

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
5.05	Investigate software to improve efficiency and offer cost effective solutions.	July 2008 – June 2009	WNYRIC Manager of Financial Management Services	<p>Survey customers; research emerging technologies; Hosting service posted in Service Directory for Wincap and Finance Manager.</p> <p>RFP for printing, insertion and mailing service for the Budget Mailer, W2/1099 and Tax Bill printing was awarded in October. This service will substantially decrease district costs.</p> <p><i>W2s and 1099s for 50 Finance Manager districts and Budget Mailers for 20 districts were printed and mailed using this service.</i></p>

OBJECTIVE 6-COSER 7710:*Web Services: Websphere Portal Development*

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.01	Further enhance Registration Custom application through the Web portal to allow anonymous users access, and to allow Registration to be installed for other BOCES & districts.	July 2008-June 2010	Supervisor Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Anonymous users can register for Events offered by Erie 1 BOCES. Another BOCES in NYS is using Registration for their Events. PDP and EMR are installed and running at Broome BOCES. We have identified the need to link the two applications more closely, and have begun analysis and plan to accomplish this by June 2009.</p> <p>Version 2.4 was placed into production in October 2008 to provide enhancements. Requirements for version 3.0 are written.</p> <p><i>Version 3.0 integrates with PDP and testing will be complete June 15 for production.</i></p>

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.02	Provide legacy applications through the Web portal by redesign and reprogramming with Java tools. <ul style="list-style-type: none"> • PDP Timekeeper • Textbook Loan 	July 2008-June 2009	Supervisor Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>PDP is rewritten in Java and available through the Web Portal. Textbooks will be available next spring.</p> <p>PDP Premier is implemented in 16 of the 55 districts. More in process. <i>Implemented 3 more districts after password self service was available, February 12. More are in progress.</i></p> <p>Textbook application design is 80% complete. Programming to begin in December 2008 <i>Moved the target date for textbook application to the Spring of 2010 in order to ensure adequate testing and smooth implementation. Design of user interface and database continues while program coding has begun.</i> Textbook design is complete. Review will be finalized in May and programming will begin in June. Testing will take place in summer & fall.</p>

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.03	Begin development and implementation of Web-based Inventory, Supplies, and Project Tracking to address evolving audit and legal compliance needs. Surplus, Configurations, and maintenance & warranty issues may also fit in this year.	July 2008-June 2009	Supervisor Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Some supplies and all general inventories will be entered in the database via the Web application and new inventory will be scanned and stored upon arrival. Some integration with the Purchasing portion of WinCap will also be in use. Inventory core application is designed and coding has begun. Its first phase is targeted to be available January 1, 2009 Phase 1 is designed & is being coded.</p> <p><i>District view of WNYRIC inventory anticipated May 2009.</i></p> <p><i>Anticipate view of WNYRIC inventory in July 2009.</i></p> <p><i>Began review of data for one district for implementation in 09-10.</i></p>

Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.04 Provide collaborative tools within a Web Portal to several groups <ul style="list-style-type: none"> • VOIP • QuickR • Blog portlet • Portal Doc Management 	July 2008-June 2009	Supervisor Web Development Portal & Messaging, Wide Area Network Supervisor, Senior Coordinator for Systems, Operations & Security	<p>Several Collaboration tools are available for customers to use. Quickr must be in place and functioning.</p> <p>A second community using Portals Document manager is now available to the District Superintendents of the 37 BOCES. The plan is to install WebSphere Quickr (a collaboration and Web 2.0 tool) in the Fall 2008. Messaging team is researching & preparing to train on VoIP as it integrates with e-mail.</p> <p>Quickr has been installed on a new virtual server. Database set-up will be done in December. Security will be configured next.</p> <p><i>Quickr database and security configuration using the Tivoli identity management system is completed. It is now available for use with portal communities.</i></p>
6.05 Develop and implement, customized portals (virtual portals) for school districts and/or BOCES	July 2008-June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Virtual Portals and separate Web pages are available for at least one school district or a BOCES beyond E1B. Added pages (sub portals) for BT BOCES for EMR use. Activity Complete.</p>

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.06	Enhance CTE, Registration, Service Directory & Participation to keep current with user needs and improve automation of office tasks.	July 2008-June 2009	Supervisor of Web Development Portal & Messaging,	<p>Users' enhancement requests will have been addressed by a consensus meeting, then requirements and design documents, then coded & tested enhancements delivered to the production portal. Held enhancement planning meetings with the owners of the CTE and Participation and Service Directory applications.</p> <p>Many CTE enhancements were put into production December 1.</p> <p><i>Support of EMR, registration system, was transferred to the application team for district support and training.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.07	Electronic Forms	July 2008-June 2009	Supervisor of Web Development Portal & Messaging,	<p>An eForms design and workflow product will be in place, with at least 3 forms functioning for a district or a BOCES. Added a staff member to support forms design and workflow. Will expand current ProcessIt service. Will hold ProcessIt class October 1, for about 5 districts.</p> <p>All classes & training are complete. Demo forms & workflows being designed to assist district decision making & implementation. <i>Worked out new contract details with Vendor. Developed strategy to enter into an Enterprise licensing agreement with vendor for our customers.</i> <i>Continue to provide demonstrations of functionality & cost saving potential to intended districts</i> <i>Finalized enterprise licensing. 4 new districts purchased service. Demonstration and template forms are developed to assist districts with quick set-up and adoption.</i></p>
6.08	Search – install and deploy Omnifind	July 2008-June 2009	Supervisor of Web Development Portal & Messaging	<p>The IBM OmniFind product will be installed & operational on at least 1 production portal. Configuration & testing of Omnifind in Portal 6.0 is under way.</p> <p>Omnifind is installed & security set-up is progressing.</p>

OBJECTIVE 7-COSER 7710:*WNYRIC Identity Management Implementation*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
7.01	Implementation of Identity Management software & processes, including policies, account creation, management and provisioning	July 2008-June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Tivoli Identity Management system is implemented at the WNYRIC and service is available to school district customers. Identity Management software being used to provision PDP Premier users to Domino LDAP.</p> <p>Installation of Development region complete, Test region in progress.</p> <p>Installation of Test region is complete, production region is underway.</p> <p><i>Started production use on Feb 9. Are currently provisioning all users from Tivoli Identity manager to Tivoli Access Manager and provisioning PDP Premier users to Tivoli Identity Manager and Tivoli Access Manager.</i></p> <p><i>Starting work to provision to Domino.</i></p> <p><i>Continuing to plan and analyze steps to alter the source for provisioning of users from Domino to WinCap and provision users to the Domino LDAP.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
7.02	Implementation of Access Management software to provide secure logon to e-business applications using SSO via WebSeal junctions	July 2008-June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Tivoli Access Management for eBusiness system is implemented at the WNYRIC and service is available to school district customers. Single Sign-On (SSO) feature is functioning for applications. Installation of Development region is complete, Test region is in progress.</p> <p>Installation of Test region is complete, production region is underway.</p> <p><i>Started production for portal applications use on Feb 9.</i></p> <p><i>Added the application Quickr for use for portal communities to the service in May 2009. Added internal support applications for problem tracking and source code versioning to the service in June 2009. Continuing research and analysis of additional applications.</i></p>
7.03	Provide single sign-on to externally hosted applications through Federation.	October 2008-June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Tivoli Federated Identity Management system is implemented at the WNYRIC and service is available to school district customers.</p> <p><i>Research and analysis of possible candidate applications for Federation has been started and will continue in the coming year.</i></p>
7.04	Analyze implementing Access Management software to provide secure logon to other types of applications (Desktop)	November 2008-June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Investigation and research results provided in a report with recommendations leading to implementation.</p> <p><i>Research of possible candidate applications for has been started and will continue to be analyzed in the coming year.</i></p>

OBJECTIVE 8-COSER 7710:

Enhanced use of the network with real-time communication applications, including connecting to other RIC's

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.01	Develop a WNYRIC VoIP service, which would include Unified Communications and related upgrades and maintenance, including a service delivery and support model, partnering with local BOCES as appropriate, and VoIP monitoring tools to proactively maintain proper service level.	July 2008-June 2009	Supervisor, Wide Area Network, Supervisor, VoIP	<p>VoIP telephone systems are supported as a WNYRIC service. WNYRIC has the ability to generate and implement VoIP projects and receive support requests and resolve issues. WNYRIC has monitor system in place, generating alarm notifications, along with diagnostic tools and training on supported systems.</p> <p>WNYRIC Support Team is in discussion with interested districts.</p> <p><i>One district is in implementation phase and a few other districts are in discussion stage.</i></p> <p><i>Two districts are in implementation phase and scheduled for production use in August 2009.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.02	Establish and refine district integrated VoIP collaboration tools, in cooperation with the messaging and portal team.	July 2008-June 2009	Supervisor, Wide Area Network, Supervisor, VoIP	<p>WNYRIC is able to house shared equipment to allow districts to establish presence awareness, click to IM/call and video collaborate.</p> <p>WNYRIC Support Team is in process of installing collaboration equipment.</p> <p>High level engineering of collaboration using a Sametime environment is complete. We are building a test environment.</p> <p><i>Our preliminary research on this design has resulted in the need for additional research to obtain more data regarding equipment for scaling and version compatibility.</i></p>
8.03	Implement school building video security systems with vendors and interested school districts which would utilize LAN and WAN infrastructure and establish Video Surveillance monitoring tools to proactively maintain proper service level.	July 2008-June 2009	Supervisors, Field Technical Support and Supervisor, Wide Area Network	<p>WNYRIC supported Wide Area and Local Area Networks provide appropriate support for building video security system technology. WNYRIC has monitor system in place, generating alarm notifications, along with diagnostic tools and training on supported systems.</p> <p>Currently implementing an IP Video Security System and are in discussion with other interested school districts.</p> <p>Complete</p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.04	Implement connection to Statewide RIC to RIC network, including design and standards, and leverage statewide aggregate Internet2 capacity.	July 2008-June 2009	Supervisor, Wide Area Network	<p>Ability to send and receive data with other RIC's via new connection and ability to send/receive data with Internet2 via the RIC to RIC network.</p> <p>Physical connection with RIC to RIC network is installed and is being tested.</p> <p>Connection has been established with Monroe RIC, NERIC (Albany), CNYRIC (Syracuse).</p> <p><i>Contract for next year is under review.</i></p> <p><i>The Statewide RIC to RIC network is transitioning to a hybrid with multiple vendors. The WNYRIC will be changing from Time Warner to NYSErNet as of 07/30/09.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.05	Provide network services interconnecting with other RICs via the statewide network to enhance Distance Learning Opportunities	July 2008-June 2009	Manager Distance Education, Supervisor Wide Area Network	<p>Documentation of Distance Learning classes and/or activities utilizing the RIC to RIC connectivity.</p> <p>Conversations have been held with Oswego, OCM and Cayuga BOCES for future utilization.</p> <p>Additional training of DL staff at Oswego, OCM and Cayuga BOCES occurred on November 13 related to enhanced features of the General DataComm ProSphere scheduler required for across region scheduling of classes. This training was required before moving ahead with scheduling cross region DL events.</p> <p><i>DL connection successfully tested with Monroe RIC. Conducting connection conversations with Central New York RIC.</i></p> <p><i>Video conferencing H.323 links between WNYRIC and NERIC were successfully tested utilizing the RIC to RIC.</i></p> <p><i>H.323 Conferencing is now reliable.</i></p>

OBJECTIVE 9-COSER 7710:

The WNYRIC will explore changes in how schools must manage electronic records and incorporate relevant changes into the Electronic Document Management Service.

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
9.01	<p>Through a New York State Archives Grant Erie 1 BOCES will improve management of electronic records. The WNYRIC will continue to monitor changes in regulations on electronic records from the NYS Archives. Through this process the WNYRIC will gain understanding of electronic records management operations, including exploring the enhancement of the current FileBound System to meet the identified needs of the Erie 1 BOCES Record Retention Grant</p>	July 2008-June 2009	Manager Internal Support, Manager EDMS	<p>Identification of additional record series that should be included as part of a school district's management of electronic documents based on expanded features of FileBound.</p> <p>Grant request was awarded and fully funded by NYS Archives for the 2008-2009 Fiscal Year. Next steps include convening planning meetings with Electronic Records Stakeholders Committee and engaging grant's consultant.</p> <p>Interviews have been conducted by the consultant with a cross section of E1B staff to ascertain current practices of electronic document management. After the completion of the interviews, organization wide "best practices" procedures will be developed.</p> <p>Demos have been set up with Electronic Content Management System vendors to further explore possible options for the E1B organization and other BOCES and school districts within the WNYRIC region.</p> <p><i>After vendor demos and receiving RFQs, determined acquiring Electronic Content Management System is too cost prohibitive to pursue at this time.</i></p> <p><i>2009-2010 NYS Archives grant has been applied for to enhance current FileBound System with a Records Retention and Disposition Module.</i></p> <p>Grant award announcements are expected to be made on or about June 26, 2009.</p>

OBJECTIVE 10-COSER 7710:*Infrastructure and Operation: WNYRIC Infrastructure Enhancements*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.01	Enhance Disaster Recovery and Business Continuity preparedness Refer to Objective 11	July 2008-June 2009	Supervisor, Wide Area Network Associate Director, Infrastructure & Operations	Current Disaster Recovery & Business Continuity plans are transitioned into an electronic software planning tool. Refer to Objective 11
10.02	Establish secondary Data Center Refer to Objective 11	July 2008-June 2009	Supervisor, Wide Area Network Senior Coordinator for Systems, Operations & Security Associate Director, Infrastructure & Operations	A secondary data center is established and operational. Refer to Objective 11

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.03	Evaluate server room environmental to ensure they WNYRIC Server Room is equipped for optimum capacity using the most cost effective measures (Generator/UPS/AC/Halon/Physical Security)	July 2008-June 2009	Senior Coordinator for Systems, Operations & Security, Supervisor, Wide Area Network	<p>Server room has adequate capacity to meet the needs of the future.</p> <p>In the process of engaging an engineer to develop bid specifications to upgrade enterprise UPS system.</p> <p>Server room's physical security access control system has been upgraded.</p> <p>Bids for an UPS upgrade were opened on December 9, 2008 and are currently being evaluated.</p> <p><i>Bids for UPS upgrade awarded. Switchover to new UPS for E1B Education Campus is tentatively scheduled for April 2009. Electrical work for UPS at Kenton DR site is underway.</i></p> <p>UPS upgrade for E1B Education Campus completed on May 9, 2009.</p> <p>UPS install at Kenton DR site completed on April 13, 2009.</p>
10.04	Evaluate Portal infrastructure to ensure capacity for adequate performance	July 2008-June 2009	Senior Coordinator for Systems, Operations & Security	<p>Portal Application hardware, software and support have adequate capacity to meet the needs of the future.</p> <p><i>New version Portal (6.0) implemented in February 2009.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.05	Research and investigate security procedures and issues (FBI/Infragard/Security Threats/Illegal Activity/AUP violations)	July 2008-June 2009	WAN Supervisor, Supervisors of Field Technical Support, and Senior Coordinator for Systems, Operations & Security	<p>Investigation and research results provided in a report, documented procedures to be able to act upon any security issues.</p> <p>Annual meeting with FBI and Infragard, and review of AUP compliance.</p> <p>WNYRIC Staff attended a Homeland Security conference in October 2008 and met with FBI officials to discuss the Government Emergency Telecommunications System (GETS).</p>
10.06	Research and investigate remote control / support technologies and monitoring software.	July 2008-June 2009	WAN Supervisor, Supervisors of Field Technical Support, and Senior Coordinator for Systems, Operations & Security	<p>Investigation and research results provided in a report with recommendations leading to implementation. Monitoring system is in place performing automated procedures and generating alarm notifications.</p> <p>A cost effective product has been identified for evaluation (NTR Support).</p> <p><i>NTR Support has been purchased and is in implementation phase.</i></p> <p><i>Upgraded to an enterprise license to achieve long term cost efficiencies as of May 2009.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.07	Growth towards 24x7 LAN and WAN support	July 2008-June 2010	WAN Supervisor, Supervisors of Field Technical Support, and Senior Coordinator for Systems, Operations & Security	<p>Able to accept and act upon LAN / WAN support issues 24 X 7.</p> <p>An informal off hour's response procedure is in place as a more formal response procedure is under review. The review process includes: Documentation and summary of off hours incidents over time, collect data from other RICs regarding how they handle off hours coverage. Results will then be shared with E1B Administration.</p>
10.08	Ongoing technical research and development Example: InfoTech and Gartner	July 2008-June 2009	CTO, TS Division Directors	<p>Appropriate technology research will result in future services.</p> <p>Annual contract for Gartner Research Services has been initiated.</p> <p>Gartner continues to provide support as requested. Sr Tech staff will be responsible for ongoing R & D.</p>

OBJECTIVE 11-COSER 7710:*Enhance Disaster Recovery & Business Continuity Plans and Procedures*

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
11.01	Establish 2nd telecommunications center that is redundant for network activity in case of loss of 355 Harlem Road location, with 2nd Internet connection, designed for automatic failover.	July 2008-June 2009	Supervisor, Wide Area Network, Associate Director, Infrastructure & Operations	<p>Second center is implemented with necessary network components to survive loss of 355 Harlem Road location.</p> <p>A 5 Year lease for second center space has been executed with the Kenmore UFSD. Engineering studies are in progress with Time Warner for 2nd site. Second internet connection has been established at 355 Harlem and will move when second site is operational.</p> <p><i>Some Network and telecom components have been received. Setup of test environment at RIC has started.</i></p> <p><i>90% of necessary equipment has been installed and is operational at the E1B Campus. This equipment is being used by the Buffalo, Orleans Niagara, & Erie2CC Regions and will be moved to second center in early FY 2009-2010.</i></p>
11.02	Develop testing plan to ensure automatic failover of network.	July 2008-June 2009	Supervisor, Wide Area Network	<p>Successful test dates are accomplished.</p> <p><i>Successfully tested manual failover and will simulate an automatic fail over when equipment is moved to second center.</i></p>

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
11.03	Establish Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for WNYRIC applications.	July 2008-June 2009	Supervisor, Wide Area Network, and Senior Coordinator for Systems, Operations & Security	<p>Publish document stating RTO/RPO for each application.</p> <p>An initial internal survey of application priorities has been conducted. A date has been identified with the IBM Design Center to further refine RTO and RPO for WNYRIC applications in early 2009.</p> <p><i>Gap Analysis commenced in Feb. 2009 with consulting firm.</i></p> <p><i>Further work has been completed on application priority surveys. Mitigator DR/BC Planning software is being implemented to facilitate planning. Training was held in March, 2009. IBM Design Center session held on May 14-15, 2009.</i></p> <p><i>Draft RTOs & RPOs have been defined for further review and analysis.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
11.04	Establish 2nd data center that is redundant for WNYRIC applications in case of loss of 355 Harlem Road location.	July 2008-June 2009	Supervisor, Wide Area Network Senior Coordinator for Systems, Operations & Security Associate Director, Infrastructure & Operations	<p>Second center is implemented with necessary network components to survive loss of 355 Harlem Road location.</p> <p>A 5 Year lease for second center space has been executed with the Kenmore UFSD.</p> <p>Engineering of equipment needs has started at high level, including a planning session facilitated by IBM at the Design Center.</p> <p><i>IBM will be onsite for a needs assessment and review in Spring 2009 prior to planning session at the IBM Design Center.</i></p> <p><i>IBM Design Center session held on May 14-15, 2009.</i></p> <p><i>Draft budget for necessary equipment will be reviewed and finalized.</i></p>
11.05	Update Disaster Recovery plan to include Business Continuity plans, RPO/RTO objectives, 'playbook', current staff procedures, all available online via web tools.	July 2008-June 2009	WNYRIC Management Team	<p>DR/BC plan is updated and published on web.</p> <p>Mitigator DR/BC software bids have been evaluated and a vendor has been recommended for award (September 2008 BOE meeting).</p> <p>Contract for the purchase of Mitigator has been signed.</p> <p><i>Mitigator DR/BC planning software is installed, training has been completed and data is being collected and entered.</i></p>

	Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
11.06	Update communication plans for declaring and updating staff and districts on situation and status of disaster recovery efforts.	July 2008-June 2009	CTO; WNYRIC Co-Directors; and Project Manager, Infrastructure and Operations	<p>Communication plan is updated and well known.</p> <p>A master list and sub-lists of WNYRIC staff has been submitted to our vendor supporting our communications, OneCallNow. Our next step is to identify key vendors that would need to be notified in case of a disaster at the E1B Campus.</p> <p>Group notification will be tested in Spring 2009.</p> <p><i>Group rosters are in place within the system and a maintenance plan is in place. On May 9, 2009, a limited test of the DR notification system was successfully performed.</i></p>